

Reference: FOI.ICB-2627/240

Subject: Wheelchair Care Provision

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
For each calendar year beginning on 1 st January 2015, until the date of the latest available information in 2026, please provide the following:	
1. A. The number of complaints the NHS Bristol, North Somerset and South Gloucestershire ICB received relating to NHS wheelchair services. B. A breakdown by complaint category, if recorded. C. The number of complaints upheld or partially upheld.	A. Less than 5 complaints were received during this period B. Access to a type of wheelchair not provided by NHS C. Not upheld
2. The provider commissioned to deliver NHS wheelchair services - please specify if this has changed since 1st January 2015.	Bristol NHS Foundation Trust (BFT), and its successor NHS North Bristol Trust (NBT), have been commissioned to provide this service throughout the period.
3. The average and median waiting time from referral to assessment.	The ICB does not collect this specific data.

	NHS England collects and publishes data on pathways less than or more than 18 weeks: https://www.england.nhs.uk/statistics/statistical-work-areas/national-wheelchair/
4. The average and median waiting time from assessment to provision of equipment	The ICB does not collect this specific data. NHS England collects and publishes data on pathways less than or more than 18 weeks: https://www.england.nhs.uk/statistics/statistical-work-areas/national-wheelchair/
5. The number of patients waiting more than 18 weeks for assessment.	NHS England collects and publishes this data: https://www.england.nhs.uk/statistics/statistical-work-areas/national-wheelchair/
6. The number of patients waiting more than 52 weeks for assessment.	The ICB does not collect this specific data. NHS England collects and publishes data on pathways less than or more than 18 weeks: https://www.england.nhs.uk/statistics/statistical-work-areas/national-wheelchair/
7. Any contractual performance notices, breach notices, default notices or equivalent actions issued to the wheelchair-service provider during the period.	None

The information provided in this response is accurate as of 29 September 2026 and has been approved for release by Helena Fuller, Director of Contracts and Procurement for NHS Bristol, North Somerset and South Gloucestershire ICB.